# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:1834
ANSWERED ON:09.12.2015
Unknown Subscribers
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether identity of a large number of mobile subscribers particularly the prepaid ones are still unknown;

(b) if so, the details thereof;

(c) whether any direction has been issued by the Government to the telecom companies failing to verify the identity of subscribers; and

(d) if so, the details thereof along with the penalties imposed on such companies, company-wise?

## Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (d) Telecom Service Providers (TSPs) have been mandated by Department of Telecom (DoT) to carry out adequate verification of each & every Customer before enrolling them as subscribers by verifying their identity with specified documents for Proof of Identity (PoI) and Proof of Address (PoA). The subscriber verification process has evolved with passage of time and consequently DoT has been issuing various guidelines to TSPs in this regard to strengthen the verification process. The existing instructions on subscriber verification dated 09.08.2012 have been issued by DoT in consultation with Ministry of Home Affairs (MHA).
In order to ensure adherence of these DoT instructions by all TSPs, the Telecom Enforcement, Resource & Monitoring (TERM) Cells carry out sample verification of Customer Acquisition Form (CAF) and related documents of the acquired customers, by all TSPs, on monthly basis, by generating random samples of 0.1 % of the customer base at the end of each month and cross verify the same against the entries of the database submitted by the TSP and details as mentioned by the customer in the copy of CAFs and supporting documents for all such samples. The sample size in respect of J&K, NE and Assam Service Areas is 0.2% on quarterly basis. This verification process by TERM Cells brings out non-compliant cases where DoT guidelines were violated by TSPs in acquiring the customer which may include cases where identities of subscribers are not properly verified. The random sample CAF verification process carried out by TERM Cells on monthly basis of each TSP is being done since April, 2007. As on 30.09.2015, out of total of 6.87 crores CAFs audited, a total of 39.04 lakhs CAFs were found non-compliant by TERM Cells during such CAF verification process. The Licensed Service Area (LSA) wise details are enclosed at Annexure-I.
For all cases of non-compliant CAFs, TERM Cells have taken actions which include imposition of penalty on non-compliant CAFs and filing of complaints/FIR against apparently forged cases. In addition, in case of non-compliant CAF, Service Provider has to either disconnect the connection or submit the compliant CAF to TERM Cells within 72 hrs.
As on 30.09.2015, total penalty imposed on different TSPs for violation of CAF verification norms is approx Rs. 2513.44 Crores. The TSP wise details are enclosed at Annexure-II.